Attorney's Docket No. 07117.105015

In re Application of: Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: Method and System for Selecting a Preferred Contact Center Agent Based on Agent Proficiency and Performance and Contact Center State, the specification of which is attached hereto.

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I hereby claim the benefit listed below:	t under Ti	tle 35, United States Code, §	Yes	No
	t under Ti	tle 35, United States Code, §	110(a) of any United S	
			119(e) of any Officed S	States provisional application(s)
(Application No.)		Filing Date)	(Application No.)	(Filing Date)
insofar as the subject ma application in the manner disclose material informa	tter disclos provided b tion as defi	ed and claimed in the presency the first paragraph of Title	t application is not disc 35, United States Code (eral Regulations, §1.56 v	application(s) listed below and, losed in the prior United States §112, I acknowledge the duty to which became available between his application:
Application Serial No	Application Serial No. Filing Date Status: patented, pending, abandoned			nding, abandoned
information and belief are false statements and the I the United States Code, a issuing thereon. POWER OF ATTORNEY the Patent and Trademar Sullivan-36,942; Holmes 43,836; William O. Isaac	believed to the so mad that such that such that such that such that such that such that the such tha	o be true; and further that the e are punishable by fine or in h willful false statements may lowing are hereby appointed onnected therewith: Sherry s-38,913; Steven P. Wigmor F. Robert T. Neufeld-48,394; rpe, Jr48,782; Natasha Hori	to prosecute this applicate M. Knowles-33,052; We-40,447; Charles E. Pe Stephanie D. Adams-47	d that all statements made on with the knowledge that willful der Section 1001 of Title 18 of of the application or any patents tion and transact all business in C. Scott Petty-35,645; Clark G. eler-45,004; A. Shane Nichols-2,378; Hoang Vo-47,158; James ael S. Pavento-42,985; Michael
Send correspondence to:	King & Custon 191 Pe	E Spalding LLP ner No. 20786 achtree Street, N.E., 45 th Floo , Georgia 30303	•	one calls at (404) 572-4600 Robert T. Neufeld
Full name of first invento	r: Matthey	G.A. McConnell	Citizensh	nip: United States of America
Inventor's signature			Date:	
Residence and Post Office	e Address:	10180 Belladrum, Alpharetta	, GA 30022	
				Page 1 of 8

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Application No.	Country Filing Date	Priority Claimed Under 35 USC §119 (a)-(d)		
			Yes	No
I hereby claim the be listed below:	enefit under Ti	tle 35, United States Code, § 1	19(e) of any United	d States provisional application(s)
(Application No.)		(Filing Date)	Application No.)	(Filing Date)
insofar as the subject application in the man disclose material info	matter disclosiner provided in the matter are matter as def	sed and claimed in the present a by the first paragraph of Title 35	pplication is not do , United States Coo Regulations, §1.50	tes application(s) listed below and, isclosed in the prior United States de §112, I acknowledge the duty to 6 which became available between of this application:
Application Seria	al No.	Filing Date	Status: patented,	pending, abandoned
information and beliefalse statements and the United States Codissuing thereon. POWER OF ATTOR the Patent and Trade Sullivan-36,942; Hold 43,836; William O. I. M. Hannon-48,565; O. M. Hannon-48,565	f are believed the like so mad le, and that such that such that such that such that such that the following saacs II-44,16. Charles E. The	to be true; and further that these de are punishable by fine or import willful false statements may jet llowing are hereby appointed to connected therewith: Sherry Mas-38,913; Steven P. Wigmore-45; Robert T. Neufeld-48,394; Sterpe, Jr48,782; Natasha Horne	statement were marisonment, or both, opardize the validition of th	and that all statements made on ade with the knowledge that willful under Section 1001 of Title 18 of ty of the application or any patents ication and transact all business in W. Scott Petty-35,645; Clark G. Peeler-45,004; A. Shane Nichols-47,378; Hoang Vo-47,158; James ichael S. Pavento-42,985; Michael
L. Wach-54,517; Mac Send correspondence	to: King of Custor 191 Pe	& Spalding LLP ner No. 20786 eachtree Street, N.E., 45 th Floor a, Georgia 30303	Direct tele	phone calls at (404) 572-4600 Robert T. Neufeld
Full name of second i	inventor: John	C.C. McIlwaine	Citize	nship: United States of America
Inventor's signature Date:				
Residence and Post C	Office Address:	8575 High Hampton Chase, Alp	haretta, GA 30022	2
				Page 2 of 8

Country

Application No.

Attorney's Docket No. 07117.105015

Priority Claimed Under 35 USC §119 (a)-(d)

In re Application of: Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley

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		Yes	_ No	
I hereby claim the benefit unlisted below:	ander Title 35, United States Code, §	119(e) of any United State	es provisional application(s)	
(Application No.)	(Filing Date)	(Application No.)	(Filing Date)	
insofar as the subject matter application in the manner pr disclose material information	nder Title 35, United States Code, §12 or disclosed and claimed in the present ovided by the first paragraph of Title in as defined in Title 37, Code of Federal or PCT interpolation and the national or PCT interpolation.	t application is not disclose 35, United States Code §112 ral Regulations, §1.56 which	d in the prior United States 2, I acknowledge the duty to h became available between	
Application Serial No. Filing Date Status: patented, pending, abandoned				
the United States Code, and issuing thereon. POWER OF ATTORNEY: the Patent and Trademark Sullivan-36,942; Holmes J. 43,836; William O. Isaacs I M. Hannon-48,565; Charles	The following are hereby appointed to Office connected therewith: Sherry Hawkins-38,913; Steven P. Wigmore I-44,165; Robert T. Neufeld-48,394; E. Thorpe, Jr48,782; Natasha Horn	jeopardize the validity of the prosecute this application M. Knowles-33,052; W. Se-40,447; Charles E. Peeler Stephanie D. Adams-47,378	and transact all business in cott Petty-35,645; Clark G45,004; A. Shane Nichols-8; Hoang Vo-47,158; James	
L. Wach-54,517; Madeline 3 Send correspondence to:	King & Spalding LLP	Direct telephone	calls at (404) 572-4600	
bend correspondence to.	Customer No. 20786 191 Peachtree Street, N.E., 45 th Floo Atlanta, Georgia 30303	•	pert T. Neufeld	
Full name of third inventor:	Rick Baggenstoss	Citizenship:	United States of America	
Inventor's signature		Date:		
Residence and Post Office A	Address: 2596 Midway Road, Decatur,	GA 30030		
			Page 3 of 8	

Attorney's Docket No. 07117.105015

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Application No.	Country	Filing Date	Priority Clain	ned Under 35 USC §119 (a)-(d)
			Yes	No
I hereby claim the be listed below:	enefit under Ti	tle 35, United States Code, § 1	19(e) of any United S	States provisional application(s)
(Application No.)		(Filing Date)	Application No.)	(Filing Date)
insofar as the subject application in the man disclose material info	matter disclos nner provided t rmation as defi	sed and claimed in the present by the first paragraph of Title 3:	application is not disc 5, United States Code al Regulations, §1.56 v	application(s) listed below and, losed in the prior United States §112, I acknowledge the duty to which became available between this application:
Application Seria	al No.	Filing Date	Status: patented, pe	nding, abandoned
information and beliefalse statements and the United States Codissuing thereon. POWER OF ATTOR the Patent and Trade Sullivan-36,942; Hol	f are believed to the like so mad le, and that such that such that such that such that such that the following the such that the	to be true; and further that thes le are punishable by fine or imply h willful false statements may judgments are hereby appointed to connected therewith: Sherry Mas-38,913; Steven P. Wigmore-	e statement were made prisonment, or both, une eopardize the validity prosecute this applica f. Knowles-33,052; W 40,447; Charles E. Pe	tion and transact all business in V. Scott Petty-35,645; Clark G. eeler-45,004; A. Shane Nichols-
	Charles E. Tho	rpe, Jr48,782; Natasha Horne	•	7,378; Hoang Vo-47,158; James and S. Pavento-42,985; Michael
Send correspondence	Custon 191 Pe	& Spalding LLP ner No. 20786 eachtree Street, N.E., 45 th Floor a, Georgia 30303	Direct teleph	one calls at (404) 572-4600 Robert T. Neufeld
Full name of fourth in	ventor: Scott	Richter	Citizensl	hip: United States of America
Inventor's signature			Date:	
Residence and Post C	Office Address:	9510 Lisa Circle, Gainesville,	GA 30506	-
				Page 4 of 8

Country

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YesNoes Code, § 119(e) of any United States provisional application(s)
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(Application No.) (Filing Date)
Code, §120 of any United States application(s) listed below and, the present application is not disclosed in the prior United States of Title 35, United States Code §112, I acknowledge the duty to de of Federal Regulations, §1.56 which became available between a PCT international filing date of this application:
Status: patented, pending, abandoned
my own knowledge are true and that all statements made on her that these statement were made with the knowledge that willfully fine or imprisonment, or both, under Section 1001 of Title 18 of ments may jeopardize the validity of the application or any patents appointed to prosecute this application and transact all business in Sherry M. Knowles-33,052; W. Scott Petty-35,645; Clark G. Wigmore-40,447; Charles E. Peeler-45,004; A. Shane Nichols-d-48,394; Stephanie D. Adams-47,378; Hoang Vo-47,158; James tasha Horne Moffitt-53,340; Michael S. Pavento-42,985; Michael
Direct telephone calls at (404) 572-4600 , 45 th Floor Robert T. Neufeld
Citizenship: United States of America
Date:
art, Alpharetta, GA 30022
Page 5 of 8
f the Series and the Pelanters

Country

Application No.

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Priority Claimed Under 35 USC §119 (a)-(d)

In re Application of: Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley

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Send correspondence to:	King & Spalding LLP Customer No. 20786	·	one calls at (404) 572-4600
	191 Peachtree Street, N.E., 45 th Flo Atlanta, Georgia 30303	or I	Robert T. Neufeld
Full name of sixth inventor:	Eric Blumthal	Citizensh	ip: United States of America
Inventor's signature	Date:		
Residence and Post Office A	Address: 3481 Lakeside Drive, #2403	, Atlanta, GA 30326	

Country

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Send correspondence t	Custon 191 Pe	R Spalding LLP ner No. 20786 achtree Street, N.E., 45 th Floor I, Georgia 30303	·	one calls at (404) 572-4600 Robert T. Neufeld
Full name of seventh in	nventor: Jenn	ifer C. East	Citizensh	ip: United States of America
Inventor's signature			Date:	
Residence and Post Of	fice Address:	1105 Winthrope Chase Drive, A	Alpharetta, GA 30004	
				Page 7 of 8

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I hereby claim the beat listed below:	nefit under T	itle 35, United States Code, {		l States provisional application(s)	
(Application No.)		(Filing Date)	(Application No.)	(Filing Date)	
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POWER OF ATTORS the Patent and Trades Sullivan-36,942; Holr 43,836; William O. Is M. Hannon-48,565; C	NEY: The formark Office nes J. Hawki hacs II-44,16 harles E. The	ollowing are hereby appointed connected therewith: Sherry ns-38,913; Steven P. Wigmon 55; Robert T. Neufeld-48,394; Orpe, Jr48,782; Natasha Hor	to prosecute this application M. Knowles-33,052; re-40,447; Charles E. Stephanie D. Adams-	cation and transact all business in W. Scott Petty-35,645; Clark GPeeler-45,004; A. Shane Nichols 47,378; Hoang Vo-47,158; Jame chael S. Pavento-42,985; Michael	
L. Wach-54,517; Mad	eline I. Johns	ston-36,174			
Send correspondence	Custo 191 P	& Spalding LLP mer No. 20786 eachtree Street, N.E., 45 th Floo ta, Georgia 30303	·	Phone calls at (404) 572-4600 Robert T. Neufeld	
Full name of eighth in	ventor: Lisa	Marie Foley	Citizer	nship: United States of America	
Inventor's signature			Date:	***************************************	
Residence and Post O	ffice Address	: 878 Peachtree Street, N.E., #	409, Atlanta, GA 303	09	